



Jim A. Yovino
Superintendent

fresno county office of education

April 3, 2018

To: FCC

Re: FCC Docket Number for Contributions: WC Docket 06-122
Service Provider 143014134 Fresno County Superintendent of Schools
USAC/SLD Funding Commitment Number (FRN): 161003396

Reason for Request: The initial 120 day invoicing extension expired before the solution was discovered and acknowledged despite best efforts made by the client, the client's E-Rate consultant, and actions suggested by USAC Customer Service.

Timeline: September 2017: Received notice that my Service Provider Invoice (SPI) dated 9/6/17 was denied. Reason for denial: may be invoiced only through BEAR. Contacted client's E-Rate consultant, e2e Exchange, for additional information since client had received the discount twice - on my invoice for services and on BEAR 472 disbursement. See my e-mail to Mary Scouten of e2e Exchange dated 9/20/17.

October 2017: I followed up with e2e Exchange on best way forward. And received an e-mail from Sean Cuskey dated 10/6/17 with the steps to take to resolve the issue.

October 2017 through January 2018: I followed up several times with e2e Exchange and client. I was concerned about meeting the invoicing deadline of 2/26/18. On 1/11/18 received an e-mail from M. Scouten of e2e Exchange that client was sending a check to USAC for repayment of BEAR disbursement.

February 2018: I waited for the repayment to be received and deposited, and invoiced again on 2/16/18 (FCC Form 474 #275963). On 2/20/18 my SPI request for reimbursement was denied: "may be invoiced only through BEAR." On 2/22/17 I called Customer Service and spoke with Sean Monroe and opened Case 225077. He determined that the BEAR repayment had been received and suggested I invoice again. Which I did with Form 474 #2777956, and which was denied on 2/26/18 - the date my 120 day initial invoicing extension expired.

On 2/28/18 I called Customer Service and Spoke with Brittany Gifford to see what I should do next. She re-opened Case #225077 and determined that I needed to file an *Invoice Mode Change Request*. I filed that, and received acknowledgment of the request on 3/29/18. (Request and acknowledgment attached.)

Now that I finally have the SPI billing method established, I need time to file the invoice for \$27,456.00.

Sincerely,

Cristine Allen, Administrative Assistant

callen@fcoe.org

phone: 559.265.3017

Cristine Allen

From: Butera, Lisa <Lisa.Butera@sl.universalservice.org>
Sent: Thursday, March 29, 2018 7:55 AM
To: randy_r@wpesd.org; Randy Randolph@15502238626
Cc: Cristine Allen; Cristine Allen@1559-497-3707
Subject: Fresno County Office of Education Mode Change Request

3/29/2018

Fresno County Office of Education
West Park Elem School District
1111 Van Ness Ave
Fresno, California 93721

Re: Fresno County Office of Education

FCC Form 471 Application Number	161003396
Funding Request Number(s)	1699013842
Funding Year	2016

This letter is your notification that the Schools and Libraries Division (SLD) has reviewed your request for an Invoicing Mode Change and has approved the change to the following Invoicing Mode:

FCC Form 474 (SPI)

This Invoicing Mode Change is applicable only to the above captioned FCC Form 471 Application(s) and Funding Request Number(s).

You have 30 days from the date of this letter to submit invoices using the above new mode.

In order to submit invoices in the future, we will require you to file a FCC Form 500 to amend the contract expiration date. This extension must be in accordance with state and local procurement laws and terms of the contract. When you have amended the contract expiration date via a FCC Form 500, you may submit a new invoice if your invoice filing deadline has not expired.

Thank you for your interest in the Schools and Libraries Universal Service Program.

Schools and Libraries Division
Universal Service Administrative Company

Cc: Fresno County Superintendent of Schools

Lisa Butera
Case Management Associate, Invoicing Team,
Schools and Libraries Program
30 Lanidex Plaza West, Room N210 | Parsippany, NJ 07054
T: 973.581.7620 | F: 973.599.6539
Lisa.Butera@sl.universalservice.org



Jim A. Yovino
Superintendent

fresno county office of education

February 28, 2018

Schools & Library Division
Correspondence Unit
30 Lanidex Plaza West
PO Box 685
Parsippany, NJ 07054-0685

Re: Invoice Mode Change Request

Change Invoice mode from BEAR to SPI.

1. 471 #161003396
2. FRN 1699013842
3. Billed Entity #144067
4. Applicant name: West Park Elem School District
5. Applicant contact person: Randy Randolph
6. Applicant contact phone: 559-233-6501
7. SPIN: 143014134
8. Server Provider name: Fresno County Superintendent of Schools
9. Service Provider contact person: Cristine Allen
10. Service Provider phone: 559-265-3017
11. Preferred Invoice Mode change from BEAR to SPI
12. **Reason for this change: Discount included on client invoice. See attached. And all funds dispersed under BEAR have been returned to and deposited by SLD/USAC**

Fresno County Superintendent of Schools

Cristine Allen
Administrative Assistant

West Park Elem School District

Signature

(Name & Title Printed)

Fresno County Superintendent of Schools
1111 Van Ness Ave.
Fresno CA 93721

Phone: (559) 265-3000
Contact: Cristine Allen, IS&T, 559-265-3017

INVOICE

Invoice #: 171603
Date: 03/29/2017
Client #: 1366

Bill To:

Attn: Accounts Payable
WEST PARK ELEMENTARY SCHOOL DISTRICT
2695 S. VALENTINE AVE.
FRESNO, CA 93706

Phone: () -
Fax: () -
Reference #: Contract
Terms: Due Upon Receipt

Quantity	Unit Of Measure	Description	Unit Cost	Total Cost
1.00	Each	Annual billing for Internet Access Service FY 2016-17. Total fee is \$34,320.00 less 80% E-rate discount per FRN 1699013842 leaves \$6,864.00 due from district.	\$6,864.00	\$6,864.00
			SubTotal	\$6,864.00
			Tax	\$0.00
			Total Due	\$6,864.00

0100-00000-0-0000-0000-867700-0633-040 \$6,864.00
TOTAL: \$6,864.00

Make all checks payable to:
Fresno County Superintendent of Schools

Approved 

Records / Customer Service Cases

#225077

REOPEN CASE

Summary [News](#) [Related Actions](#)



Case Details

Topic	FCC Form 474 - SPI - Status Inquiry	Created By	USAC
Status	Closed	Created On	2/22/2018 1:16 PM EST
Priority	Medium	Organization	Fresno County Superintendent of Schools
Inquiry Type	Phone		

Case Description

Description Caller wants to check on the status of the invoice

Case Artifacts

Documents			Attachments	
Name	Uploaded By	Upload Date	Attachment	Attachment Type
No items available			No items available	

Case Thread

User	Note	Date
	<p>Cristine,</p> <p>In order to request a change of the invoicing mode from SPI to BEAR or vice-versa, Applicants must submit a written request to the following address:</p> <p>Schools and Libraries Division - Correspondence Unit 30 Lanidex Plaza West PO Box 685 Parsippany, NJ 07054-0685</p> <p>The request must be signed by both the Applicant and the Service Provider and contain the following information:</p>	
USAC	<p>1. 471 Application number 2. Funding Request Number (FRN) 3. Billed Entity Number 4. Applicant Name 5. Applicant Contact Person 6. Applicant Phone Number 7. SPIN 8. Service Provider Name 9. Service Provider Contact Person 10. Service Provider Phone Number 11. Preferred Invoice Mode 12. Reason for the Change</p> <p>If funds have already been disbursed, they must be returned to USAC. For instructions on how to return funds to USAC, please refer to the following page on the Schools and Libraries website: http://www.usac.org/sl/applicants/before-youre-done/return-funds.aspx</p>	2/28/2018 1:50 PM EST

Case Contact

Case Contact Cristine Allen

Cristine Allen

From: portal@usac.org on behalf of EPC Application Administrator
<EPC.Application.Administrator@usac.org>
Sent: Friday, March 23, 2018 8:25 AM
To: Cristine Allen
Subject: USAC Notification: New Customer Service Case Created



Hello,

The USAC Client Service Bureau has created the following case:

Description: Where can I check the status of a Mode Change? What if I miss my invoice extension because of needing to do a Mode Change?

Priority: Medium

Created By: Brittany Gifford

Received: 3/23/2018 11:24 AM EDT

Case Number: 231834

If the details of the case are not correct, you may view/modify the case record [here](#) or contact us by phone at (888) 203-8100.

Thank you.

Universal Service Administration Company

NOTE: Please do not reply to this email.

This message has been sent by EPC

143014134|Fresno County Superintendent of
Schools|rsra@fcoe.k12.ca.us|usacstatement@universalservice.org|1|\$0.00|Sc
hools And Libraries|As of February 26, 2018
SFI|143014134|IAWestPark16-17b|1699013842|"SLD Invoice
Number:2777956;Line Item Detail Number:9070016;Amount
Requested:27456.00;Combination of FRN [1699013842] and SPIN [143014134]
may be invoiced only through BEAR.;83;"|062017|\$0.00

prog yr 2016-17

Your Total Actual Disbursement: \$0.00.

~~2/28/17~~

Case # 225077

2/28/17 10:10 am - 10:44 am
Brittany

file Inv mode change Request

In letter

Library

Schools + Lib Dir / Correspondence Unit

30 Lanidex Playa West

* PO BOX 685

Parispany NJ 07054-0685

• signed by both applicant + us

• 1) 471 #

2) FRN

3) Billed Ent. # (BEN)

4) applicant name

5) " contact person

6) " phone #

7) SPIN

8) Sever prov. Name FCSS

9) S# service provider contact person

Cristine Allen

From: portal@usac.org on behalf of EPC Application Administrator
<EPC.Application.Administrator@usac.org>
Sent: Thursday, February 22, 2018 10:17 AM
To: Cristine Allen
Subject: USAC Notification: New Customer Service Case Created



Hello,

The USAC Client Service Bureau has created the following case:

Description: Caller wants to check on the status of the invoice
Priority: Medium
Created By: Sean Monroe
Received: 2/22/2018 12:16 PM CST
Case Number: 225077

If the details of the case are not correct, you may view/modify the case record [here](#) or contact us by phone at (888) 203-8100.

Thank you.

Universal Service Administration Company

NOTE: Please do not reply to this email.

This message has been sent by EPC

143014134|Fresno County Superintendent of
Schools|rsra@fcoe.k12.ca.us|usacstatement@universalservice.org|1|\$0.00|Sc
hools And Libraries|As of February 20, 2018, ~~FRN~~
SPI|143014134|IAWestpark16-17|1699013842|"SLD Invoice Number:2775963;Line
Item Detail Number:9060618;Amount Requested:27456.00;Combination of FRN
FRN-[1699013842] and SPIN [143014134] may be invoiced only through
BEAR.;83;"|062017|\$0.00

Your Total Actual Disbursement: \$0.00

FCC Form 474		Approved by OMB OMB Control No. 3060 - 0856 Estimated time per response: 1.0 hour	
Do not write in this space.			
Schools and Libraries Universal Service Service Provider Invoice FCC Form 474		FCC Form 474 Invoice # 2775963 (To be inserted by administrator)	
Please read instructions before completing			
Service Provider Form Identifier JAVestpark16-17 (Create an identifier for your own reference)			
Block 1: Service Provider Information			
1. Service Provider Name Fresno County Superintendent of Schools			
2. Service Provider Identification Number (SPIN) 143014134			
3. Contact Person's Name Cristine Allen			
4. Contact Telephone Number Area Code: 559 Phone Number: 2653017 Ext.			
Contact Fax Number Area Code: 559 Fax Number: 4973707			
Contact Email Address callen@fcoe.org			
5. Total Invoice Amount (total of Block 2, Column 13) 27456			

July 2016

FCC Form 474

Page 1 of 4

progr 2016-17
West Park
\$5,491.20
Ch # 51-2079592
mailed 1/17/18

FRN 1699013842

471 161003390

\$34,320.00

X . 20
6,864.00

X . 80
\$27,456 discount

2/20/17 - payment/dis-
bursement denied.
see attached
email.
(BEAR vs SPI
argument)

2/22/17 see notes w/
CASE# 4 con-
versation w/ Shaun
of USAC - they
again now that
rec'd from
client.

Approved by OMB
OMB Control No. 3060 – 0856

SPIN 143014134

Service Provider Form Identifier JAVestpark16-17

Contact Person Cristine Allen

Contact Telephone Number 559-2653017

Block 2: Funding Request Number Information

6. FCC Form 471 Application Number (from Funding Commitment Decision Letter)	7. Funding Request Number (FRN) (from Funding Commitment Decision Letter)	8. Bill Frequency (e.g., Monthly, Quarterly, Annually, One-time, Other)	9. Customer Billed Date (mm/yyyy)	10. Shipping Date to Customer or Last Day of Work Performed (mm/dd/yyyy)	11. Total (Undiscounted) Amount for Service per FRN	12. Discount Rate	13. Amount Billed to USAC (Column 11 multiplied by Column 12)
161003396	1699013942	ANNUALLY	03/01/2017	For each FRN, there should be an entry in Column 9 or Column 10 but <u>NOT</u> <u>BOTH</u>	34320	80	27456

TOTAL REIMBURSEMENT AMOUNT TO BE ENTERED INTO ITEM 5

Page 2 of 4

FCC Form 474

July 2016

Approved by OMB
OMB Control No. 3060 – 0856

Service Provider Invoice FCC Form 474	
Service Provider Form Identifier	<u>IAWestpark16-17</u>
Contact Person	<u>Cristine Allen</u>
Contact Telephone Number	<u>559-2653017</u>
Block 3: Service Provider Certifications & Signature	
I declare under penalty of perjury that the foregoing is true and correct and that I am authorized to submit this Service Provider Invoice Form (FCC Form 474) and acknowledge to the best of my knowledge, information and belief, as follows:	
<input checked="" type="checkbox"/> A. I certify that this Service Provider is in compliance with the rules and orders governing the schools and libraries universal service support program and I acknowledge that failure to be in compliance and remain in compliance with those rules and orders may result in the denial of discount funding and/or cancellation of funding commitments.	
<input checked="" type="checkbox"/> B. I certify that the certifications made on the Service Provider Annual Certification Form (FCC Form 473) by this Service Provider are true and correct.	
<input checked="" type="checkbox"/> C. I acknowledge that failure to comply with the rules and orders governing the schools and libraries universal service support program could result in civil or criminal prosecution by law enforcement authorities.	
14. Signature of authorized person	15. Date 2/16/2018
16. Printed name of authorized person Cristine Allen	
17. Title or position of authorized person Administrative Assistant	
18. Telephone number of authorized person 559-2653017	

19. Address of authorized person

FCSS/FCOE IS&T Dept.
1111 Van Ness Ave.
Fresno CA, 93721

Page 3 of 4

FCC Form 474

July 2016

2/13/18

Cristine Allen

From: Cristine Allen
Sent: Friday, January 12, 2018 7:50 AM
To: 'Mary Scouten - e2e Exchange, LLC'
Subject: RE: 2016-17 disbursement West Park Elementary

Hi Mary,
Hip Hip Hooray!

Thank you for your commitment and persistence on this E-rate claim. Now it's up to me!
Best Regards,

Cris Allen

Admin. Assistant, Information Systems & Technology
Office of Fresno County Superintendent of Schools
1111 Van Ness Ave., Fresno CA 93721

559-265-3017 (p)
559-265-3707 (fax)

callen@fcoe.org

Changing Lives One Future at a Time

233-6501 West Park
Yolanda Padilla
West Park
35,491.20
11/23/18
He Alongo
Ch# 51-2079592
5,497.20
11/17/18
Deposited

From: Mary Scouten - e2e Exchange, LLC [mailto:mjs@e2eexchange.com]
Sent: Thursday, January 11, 2018 12:08 PM
To: Cristine Allen <CAllen@fcoe.org>
Cc: Raj Sra <rsra@fcoe.org>; Sean Cuskey - e2e Exchange <stc@e2eexchange.com>
Subject: RE: 2016-17 disbursement West Park Elementary

Hi Cris,

West Park just contacted me about sending a check to USAC for repayment so this should be all taken care of in a few days. If you need anything else from me please let me know, otherwise I will not be following up any further on this. Have a great day!



Mary Scouten
Account Support Specialist
P: 315-422-7608 | F: 866-283-9332
www.erateexchange.com | www.e2eexchange.com |
www.erateconsultingservice.com

Formerly known as  **erate** exchange

This message may contain confidential information. If you have received this message in error, refrain from disclosing any information contained herein and contact us at 315.422.7608.

From: Cristine Allen [mailto:CAllen@fcoe.org]
Sent: Thursday, December 07, 2017 12:05 PM
To: Mary Scouten - e2e Exchange, LLC
Cc: Raj Sra; Sean Cuskey - e2e Exchange; Tiffany Bullion - e2e Exchange
Subject: RE: 2016-17 disbursement West Park Elementary

Hi Mary,

This is good news. Thank you for the update.

[Need Help?](#)

[Home](#) [Review BEAR](#) [Bulk Download](#) [Terms and Conditions](#) [Deadline Extension](#) [Return to Portal](#) [Logout](#)

Invoice Deadline Extension Request

Enter the FRN for which a one-time 120 day extension is requested:

FRN: [Find FRN](#)

FRN Detail:

471:	161003396		
FRN:	1699013842		
BEN:	144067	Applicant Name:	WEST PARK ELEM SCHOOL DISTRICT
SPIN:	143014134	Service Provider:	Fresno County Superintendent of Schools
Commitment Status:	COMMITTED - FULL		
Committed Amount:	\$27456		
Amounts Disbursed:	\$5491.2		
Last Date to Invoice:	10/28/2017		
FCC Form 486 Notification Letter date:	8/29/2016		

I request a one-time 120 day extension for this FRN. [Submit](#)

Your request has been Approved.

Approved: Your new deadline is: 2/26/2018

[SLD Home](#) | [Contact Us](#)

Client Service Bureau: 1-888-203-8100

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Cristine Allen

From: Sean Cuskey - e2e Exchange <stc@e2eexchange.com>
Sent: Friday, October 06, 2017 10:04 AM
To: Cristine Allen
Cc: Mary Scouten - e2e Exchange, LLC
Subject: RE: 2016-17 disbursement West Park Elementary

Hi Cristine,

Thanks for your call. As discussed we have agreed on the following solution:

- File invoice deadline extension for FRN 1699013842 *- single 120 day extension*
- West Park gives BEAR reimbursement back to USAC
- FCSS invoices USAC to receive E-Rate funds for discount provided on the FY 2016-2017 invoice

With this solution, we eliminate the record of West Park receiving their discount twice from USAC.

If you need anything just let us know,

Thank you,

Sean

From: Mary Scouten - e2e Exchange, LLC
Sent: Thursday, September 21, 2017 10:11 AM
To: Cristine Allen
Cc: Sean Cuskey - e2e Exchange; Tiffany Bullion - e2e Exchange
Subject: RE: 2016-17 disbursement West Park Elementary

Good morning Cristine,

Per our Database that pulls directly from USAC the FRN in reference, 1699013842, was not set for a SPI discount at the time that we filed for BEAR reimbursements in June 2017. This is typically done by the vendor far in advance to the end of a funding year as a school can technically file for a BEAR at any point as long as they have an FCDL and a current invoice that has not been reimbursed. If the vendor does not bill USAC for the SPI discount it does not trigger them to reject any BEAR reimbursements that are filed for.

Because West Park has been reimbursed for the amount of \$27,456.00 for this FRN the best option would be for you to reverse the discount on the next invoice to make up for what USAC would have paid out and they can pay you that difference from their reimbursement. I am going to reach out to the school to discuss this with them to be sure that they understand the situation.

If you have any questions please let me know.

Thank you,

Cristine Allen

From: Cristine Allen
Sent: Wednesday, September 20, 2017 2:23 PM
To: 'mjs@e2exchange.com'
Subject: 2016-17 disbursement West Park Elementary

Hello Mary Scouten,

I got your name from Randy Randolph my E-Rate contact at West Park Elementary School District. We are the school's service provider for Internet Access. And I'm contacting you about the disbursement for FRN 1699013842 (471 form 161003396), for program year 2016-17. I just need to confirm the billing method used for that FRN.

I invoiced the SLD (SPI) for reimbursement since we had included the discount on the school's bill. My claim was rejected with a note "may be invoiced only through BEAR." I'm thinking that BEAR not SPI was indicated on the application. And that's what I need to confirm.

Thank you,

Cristine Allen

Office of Fresno County Superintendent of Schools

E-Rate SPIN 143014134

1111 Van Ness Ave., Fresno CA 93721

559-265-3017 (p)

559-497-3707 (fax)

callen@fcoe.org

Changing Lives One Future at a Time